

# 2021 Annual Performance Report Summary

## EOA 6

### **Operations and Geography**

Progressive Ambulance, Inc., doing business as Liberty Ambulance Service, is responsible for all ambulance services within exclusive operating area (EOA) number 6. Located in the Sierra Nevada Mountains northeast of Bakersfield, EOA 6 encompasses the communities of Kernville, Riverkern, Wofford Heights, Alta Sierra, Lake Isabella, Bodfish, Havilah, Mountain Mesa, Onyx, Weldon, and parts of Walker Basin.

Liberty Ambulance Service headquarters is located at 1325 W. Ridgecrest Boulevard, Ridgecrest. They operate satellite ambulance stations at 11345 Kernville Road, Kernville, and at 3640 Golden Spur Drive, Lake Isabella. Liberty Ambulance Service operates a fleet of 17 ambulances, 3 supervisor units, 2 wheelchair vans, 1 administration vehicle and 1 support vehicle. Liberty Ambulance Service employs 71 emergency medical technicians, paramedics, field supervisors, administrators and support staff. Progressive Ambulance, Inc., is owned and operated by Ridgecrest Regional Hospital. The CEO of Ridgecrest Regional Hospital is Jim Suver, and the Director of Emergency Services is Erin Cocclione.

### **Sub-contracts**

None.

### **Response Compliance**

Response time compliance is complex; there are 25 categories of response time compliance that must be met each month. In addition, there are three other categories of response compliance we measure to ensure that advanced life support (ALS) units are predominately used in the system for pre-hospital emergency calls.

Due to the increased call volume, extended ambulance offload times and ambulances out of service due to decontamination from COVID 19, EMS waived Response Compliance in 2021.

### **Response Data**

#### **EOA 6:**

Responses 3934

Turned Calls 0

Received Mutual Aid 27

Provided Mutual Aid 1419

Surged Calls 0

A **turned call** occurs when ambulances assigned to an EOA are not available to respond to a call within that EOA and ambulances from another EOA must respond.

**Mutual aid** occurs when ambulances provide service to another EOA.

**Surge** - Because of the effects COVID-19 has had on our system, EMS created a surge plan that allows ambulance providers to not respond to, or “surge”, Alpha level, low acuity calls when the available ambulances in the metro zone of the EOA reaches a specific level.

### **Data Reporting**

The EMS Division relies on each ambulance company to submit compliance data to allow monitoring of performance. Liberty Ambulance Service has submitted compliance data on time for each month.

### **Complaints/Investigations**

In 2021, there were no formal complaints filed with the EMS Division against Liberty Ambulance Service for EOA 6.

### **Community Services**

2021 proved to be a difficult year for community service due to COVID 19. Liberty Ambulance Service was able to participate in the following events:

- Kernville Rodeo
- Lake Isabella FFA Basketball
- Lake Isabella Kern Valley Hospital Heart Walk
- Wofford Heights Blanket donations for Senior Center

### **Dispatch**

Liberty Ambulance Service contracted with Hall Ambulance Service for Emergency Medical Dispatch services in 2021.

### **Summary**

2021 brought with it a continuation of the COVID-19 pandemic. Liberty Ambulance Service staff worked tirelessly to provide the best possible care for the people of Kern County. The management staff worked in cooperation with EMS as we developed and updated our policies, procedures and protocols to meet the everchanging demands brought on by COVID. With increasing call volumes, extended offload times, staff being exposed and becoming ill and ambulances out of service due to decontamination, Liberty Ambulance never gave up. The management, paramedics, emts, dispatchers and nurses that man the units everyday are to be commended on the outstanding job

they did in the face of such adversity. It is because of their dedication that Kern County was able to make it through the largest surge.